

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2018/2019

BHR2034- HUMAN RESOURCE MANAGEMENT (B01)

31 MAY 2019
9.00 a.m – 11.00 a.m
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **FIVE (5)** pages with 2 sections (excluding this cover page).
2. Section A: **TWENTY (20)** multiple choice questions. Answer **ALL** questions. (40 marks)
3. Section B: **THREE (3)** structured questions. Answer **ALL** questions. (60 marks)
4. Answer **Section A** in the multiple-choice answer sheet provided and **Section B** in the answer booklet provided.

SECTION A: MULTIPLE CHOICE QUESTIONS (40 MARKS)

There are **TWENTY (20)** questions in this section. Answer **ALL** questions. Each question carries **TWO (2)** marks.

1. The process of _____ involves choosing from a pool of applicants for the person or persons who offer the greatest performance potential and match for the available vacancy.
A. Recruitment
B. Selection
C. Interview
D. Appraisal
2. A selection process typically assesses a job applicant's competencies and aptitudes. Aptitudes refers to _____.
A. personality or behavioural tendencies
B. acquired skills and know-how
C. individual point of view
D. cognitive ability
3. Which of the following is **not** a problem that might arise from a job interview?
A. Potential personal bias judgments
B. The hiring manager tends to ask probing questions
C. Hiring managers might not be skilled in interviewing
D. Difficult to measure the effectiveness of an interview or answers
4. A successful applicant will be informed of his/her job interview results through a/an _____.
A. employment offer
B. reference check
C. placement
D. assessment
5. In the development of competencies, 'Know-how-to-be' also refers to _____.
A. Behavior
B. Learning capacity
C. Job-related knowledge
D. Application of knowledge
6. _____ is the improvement of current employees' abilities to do their tasks at work.
A. Learning
B. Training
C. Development
D. Engagement

Continued....

7. In the three-step process of competency development, the first step that needs to be performed is _____.
A. Conceptualization
B. Implementation
C. Needs analysis
D. Evaluation
8. Which of the following is **not** a characteristic of workshop approach to adult learning?
A. Encourage self-responsibility
B. Individuals learn in different ways
C. What the learner does is important
D. What the teacher does is important
9. _____ is the combination of needs, motivations and intentions of an individual in regards to his or her career.
A. Career management evaluation
B. Employee career development
C. Employee career aspirations
D. Career management
10. Career _____ is designed by organizations to assist employees in harmonizing their aspirations, competencies and personal goals with future possibilities of advancement in the organization.
A. mobility
B. planning
C. management
D. development
11. Which of the following is **not** a manager's responsibility in the career management process?
A. Implementing career plans in the organization
B. Developing personal career plan and realistic goals
C. Giving realistic feedback on employee performance
D. Making available positions that foster competency development
12. In organizations, there are people who have a primary need to work under their own rules and 'steam'. They avoid standards and prefer to work alone. In Schein's Eight Career Anchor Typology, this type of people refers to _____.
A. Entrepreneurial creativity
B. Managerial competence
C. Pure challenge
D. Autonomy

Continued.....

13. _____ includes direct financial payments in the form of wages, salaries, incentives, commission and bonuses.
- A. Work-life balance programs
 - B. Career opportunities
 - C. Compensation
 - D. Recognition
14. Which of the following is **not** a factor that influence pay determination?
- A. Political inclination
 - B. Legal requirement
 - C. Union issues
 - D. Equity
15. In the establishment of pay rates, _____ is a formal and systematic comparison of jobs within a firm to determine the worth of one job relative to another.
- A. training needs analysis
 - B. person specification
 - C. job evaluation
 - D. job analysis
16. In determining pay rates, the _____ method is widely used in the private sector and requires identifying several compensable factors.
- A. classification
 - B. grading
 - C. survey
 - D. point
17. Which of the following is **not** a reason associated with company downsizing?
- A. Acquisition
 - B. Bankruptcy
 - C. Structural decline
 - D. Poor financial performance
18. _____ is the transfer of an organization's regular business activities to an outside service provider that extends the service back to the organization.
- A. Offshoring
 - B. Outsourcing
 - C. Virtual world
 - D. Crowdsourcing

Continued.....

19. _____ is moving operations from the country where a company is headquartered to a country where pay rates are lower but the necessary skills are available.
- A. Offshoring
 - B. Outsourcing
 - C. Virtual world
 - D. Crowdsourcing
20. Which of the following is a strategic business issue faced by a human resource manager?
- A. Business diversification
 - B. Workforce engineering
 - C. Technology wave
 - D. All of the above

SECTION B: STRUCTURED QUESTIONS (60 Marks)

There are THREE (3) structured questions. Answer ALL questions. Each question carries 20 marks.

QUESTION ONE

Discuss **five** reasons why human resource planning is important within the context of human resource management. Give examples to illustrate your points.

(Total = 20 marks)

QUESTION TWO

- a) What is recruitment? Compare the differences between internal and external sources of recruitment.

(8 marks)

- b) Discuss the advantages and disadvantages of internal and external sources of recruitment.

(12 marks)

(Total =20 marks)

Continued....

QUESTION THREE

- a) SFC Group Consulting is a management consulting firm with fifty employees. As associate vice president of marketing, Zara Umar is responsible for conducting performance appraisals of the twelve employees under her direct supervision.

Discuss five problems that Zara might face when conducting performance appraisals.

(15 marks)

- b) What is the difference between performance management and performance appraisal?

(5 marks)

(Total =20 marks)

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